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October 15, 2013

Mr. James M. McDaniel
Program Manager for Telecommunications
State of South Carolina
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

RE: Frontier Communications of the Carolinas, Inc. – 3rd Quarter Service Quality Report 2013

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 3rd quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

Percent OOS cleared within 24 hours and Service Orders Commitments Met

Frontier experienced high trouble volume due to adverse weather conditions in addition to significant cable cuts in the Bowman area due to a water project. Technicians hired and trained exhibited a positive impact in September.

Percent Repair Calls Answered W/I 20 Seconds

The exceptional weather events drove higher repair call volumes. The call center has increased overtime, and is replacing Representatives lost to attrition to improve answer performance. In addition, Frontier continues to exercise schedule optimization in relation to call volume distribution.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Fasciano".

Deborah Fasciano
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC
Christopher Rozycki, ORS

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Frontier Communications of the Carolinas Inc.
South Carolina
January to December 2013

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation												
Held Prim Svc Ords Over 30 Days	0	0	0	0	0	0	0	0	0	0		
Held Regrade Ords Over 30 Days	0	0	0	0	0	0	0	0	0	0		
% Regular Svc Install W/I 5 Days	99.9	99.9	99.9	100.0	99.9	99.8	99.8	99.8	99.8	99.8		
Service Ord Commitments Met	93.2	91.4	87.9	90.1	89.2	83.3	81.0	82.9	84.8			
Maintenance												
% OOS cleared within 24 Hours	46.2	41.6	39.4	40.1	41.6	36.5	31.0	25.3	48.4			
Service Response												
% Dial Tone W/I 3 Seconds	99.98	99.99	99.98	99.99	100	99.99	99.98	100	99.99			
% Repair Calls Ans W/I 20 Seconds	79.0	85.9	85.7	89.8	70.7	78.0	71.2	80.5	74.0			
% Toll/Opr Asst Calls Ans W/I 10 Sec	97.2	96.8	96.9	96.7	94.7	97.2	97.1	95.2	94.80			
DA Ans Time (% W/I 30 Seconds)	97.2	97.4	97.1	97.6	96.6	97.3	96.6	96.5	95.40			
Switching / Central Office												
Total Access Lines (X 1000)	78	80	79	78	77	77	76	75	75			
Interofc Call Failure Rate	0.41	0.00	0.00	0.06	0.08	0.04	0.04	0.04	0.12			
Intraofc Call Failure Rate	0.00	0.00	0.00	0.01	0.00	0.00	0.02	0.01	0.00			
Cust Ntwk Trbl/100 Lines	2.14	1.54	1.54	1.67	1.95	2.35	2.93	2.26	2.85			